

HIGHLIGHTS OF THE FULTON COUNTY CABLE FRANCHISE AGREEMENT WITH COMCAST

Section 8.2 Residential Services

Service must be extended where density is 20 homes per cable mile via aerial plant and 30 homes per mile via underground plant in the former Media One franchise area (North Fulton) and 20 homes per cable mile via aerial plant and 20 miles per cable mile via underground plant in the former Intermedia franchise area (South Fulton). This provision makes it a matter of math rather than the subjective decision of a cable operator where and when new service must be offered in a new development. In low-density areas, a reasonable cost sharing formula will apply.

Section 8.4 New Housing Developments

Permits developers to enter into agreement with cable company to pre-wire entire new housing development for efficient future expansion of cable service.

Section 8.6 Placement with Utilities in new developments

Mandates that, when possible, the Cable operator co-trench when installing its cable so that homeowners are not subject to continued landscape incursions and that cable is offered immediately in new developments.

Section 9.8 Parental Control Device

Requires the cable operator to provide a device, (upon request), that renders video and audio unintelligible. Consistent with Federal law, the operator may impose a reasonable charge for this device.

Section 9.9 Closed Caption Decoders

Upon request, Grantee shall provide hearing impaired subscribers with closed-caption decoders.

Section 9.13 Notice of Shutdown

Any planned shut-down for maintenance must have at least a twelve hour notification to subscribers (with some exception provisions between 1 a.m. and 6 a.m.).

Section 9.15 Employee Identification

Any and all employees or subcontractors doing work on behalf of the cable operator in the field shall possess photo identification badge including a telephone number for verification. Vehicles shall also be marked.

Section 9.16 Universal Access

If the cable operator provides a service within one part of the unincorporated area of the County, it must also provide this same service throughout the unincorporated area of the County within two years

Section 10.3.1 Construction Standards

The cable operator must to adhere to existing Fulton County Public Works standards as it relates to construction. In addition, the cable operator must adhere to any new or amended standards that may be promulgated.

Section 10.3.2 Contractor Qualifications

The cable operator must utilize only subcontractors who are properly insured and licensed.

Section 10.3.11 Restoration of Property

The cable operator will restore any damage to private or public property caused by the cable operator or its agents no later than 15 days.

Section 10.2.12.2 Prompt Burial

New cable drops with are intended to be underground are to be buried within ten (10) business days of placement, weather and ground conditions permitting.

Section 10.3.17.2 Repairs and Reimbursement

The cable operator must provide a three (3) year warranty on its work when it repairs a surface (i.e., sidewalks or roads) and 90 days warranty on replaced landscaping.

Section 11.1.1 Access Channels (PEG)

The cable operator will provide Fulton County with seven (7) Public Access, Education and Government PEG channels. The first four are the initial access channels, and the remaining three are implemented when programming utilization standards are met.

Section 11.7.1 Internet Services

When the cable provider begins to offer high-speed internet access via cable modems, it shall also provide this service free-of-charge to schools and public libraries in the service area.

Section 11.10.1 Cable Drops

The cable operator agrees to provide a free cable drop to all Fulton County Public Schools, Libraries and government facilities within its

primary service area which are within 300 feet of energized cable. However, the cable operator agrees to provide a free cable drop to all schools now which do not have cable.

Section 12.51.1 Annual Public Meeting

The cable operator must conduct an annual public meeting to obtain in-person feedback on its cable operation.

Section 21.5 As-Built Maps

The cable provider agrees to furnish the County's Public Works Department as-built maps that are to be updated quarterly.

Customer Service Standards Appendix G

The customer service standards are comprehensive and address issues including: handling of refunds; service visits appointment commitments; accessibility of telephone service representatives and wait-times; billing itemization requirements; procedures to be followed in the event of an outage; and complaint resolution procedures.